

Project Success Center (PSC) - 2016

**Who We Are:**  
A 14-member PSC building the foundation for the project management standards, tools, and training for all State Agencies.

**Our Mission:**  
Our mission is to improve the Project Management processes, tools and communications between IOT and state agencies. It is also to provide assistance to Agencies that perform project management. The long-term vision is to create a common project management environment for all State Agencies to standardize format, guidelines, tools and training to centralize those activities while retaining the effectiveness of having PMs assigned to each Agency as desired.

**Department:** 493030  
**Manager:** Diane Kelly

**When We Were Formed:**  
January 2015. One of the CIO’s Key Goals for IOT is to professionalize project management and partner with IOT’s customers (state agencies). Team created to develop and implement Project Management best practices in specific areas within IOT.

<b>What We Do:</b>	
<b>Project Management</b>	Use the common Project Management Environment to further develop PM standards.
<b>Monitor High Cost projects</b>	Develop processes/methods to assist Agencies’ efforts to manage system/software/application development projects that exceed \$1M. Contract independent validation and verification teams for evaluation and reporting compliance. Develop, distribute and collect std. project cost and milestone monitoring tool from Agencies.
<b>Change Management</b>	Develop processes to ensure standardized methods and procedures are used for efficient and prompt handling of all changes to control project scope, schedule and cost to minimize the impact of any related changes to the projects’ product/service delivery.
<b>Risk &amp; Issue Management</b>	Develop processes to minimize the number and severity of potential problems. Reduce the adverse impact of issues and prevent recurrence of incidents related to these errors.
<b>Quality Assurance</b>	Report and remediate issues where inter-group procedures are not followed. Review and enhance procedures, policies and tools when appropriate.
<b>Functions</b>	Harmonize State PM practices, expand PM training, refine PM environment, tools and standards. Incorporate State Agency PMOs/PMs activity to provide guidance and support. Develop and socialize a comprehensive Project Framework. Develop and socialize project processes and tools.

**Our Products:**  
1182A Project Success Center – Project Mgr. Senior  
1182B Project Success Center – Project Mgr.

**Our Tools:**  
vFire Ticket Management and SLA Measurement  
MS Project Project planning and management  
MS Sharepoint Online Project data sharing

**Our Metrics:**  
Project Cost Tracking/Performance Project Resource Availability/Usage  
Project Schedule Tracking/Performance Project Completion by Agency  
Project Scope Tracking/Performance

**Our Team:**  
The team consists of 1 PSC Director, 12 Project Managers, and 1 Technical Writer.

**Our Customers:**  
State Agencies that use any project management service or any infrastructure/core service provided by IOT.

- Major Accomplishments:**
- Created a project dashboard for all State IT projects to be visible to stakeholders.
  - Created a project classification tool to determine Risk, Complexity and Priority for all State IT projects.
  - Identified and listed all known State projects on the project dashboard.

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**Current Activity:**

- Managing IOT projects & partnering with Agencies
- Developing and conducting PM standardization training with/for Agencies
- Partnering with Agencies to manage PM environment, tools and standards
- Reviewing State Agency PMOs/PMs performance to provide guidance and support